### I. Call to Order/Roll Call

Chairman Alex Vispoli reconvened the Special Meeting of the Board of Selectmen to order at 7:32 P.M. in the Training Room at the Public Safety Building. Present/Roll call: Chairman Vispoli-Y and Selectmen Brian Major-Y, Dan Kowalski-Y, Mary Lyman-Y and Paul Salafia-Y Also present: Town Manager Reginald Stapczynski. The meeting was duly posted and cable-cast live.

### II. Executive Session

Chairman Vispoli called the Executive Session to order at 6:00 P.M.in the Training Room at the Public Safety Building. On a motion by Mary Lyman and seconded by Dan Kowalski, the Board entered into Executive Session to discuss litigation strategy with Town Counsel and Special Counsel and contract negotiations for non-union personnel, and to return to Open Session. Roll call: Chairman A. Vispoli-Y and Selectmen Dan Kowalski-Y, Paul Salafia-Y, Brian Major-Y and Mary Lyman-Y. At 7:30 P.M. on a motion by Brian Major and seconded by Dan Kowalski, the Board motioned to adjourn from Executive Session to move to Open Session and not to return to Executive Session. Roll call: Chairman A. Vispoli-Y and Selectmen Dan Kowalski-Y, Paul Salafia-Y, Brian Major-Y and Mary Lyman-Y.

# III. <u>Communications/Announcements/Liaison Reports</u>

Chairman Vispoli congratulated the Arundel Street family on the birth of their baby who was delivered recently in the driveway of their home with the help of a Public Safety Dispatcher and Andover Fire Rescue. Mr. Vispoli also commended Veterans Agent Mike Burke on the fantastic Veterans' Day Ceremonies that he and the Patriotic Holiday Committee arranged.

Selectman Salafia read a statement in response to a statement made by James Berberian, 2-4 Bancroft Road, at the previous Board of Selectmen's Meeting. At that meeting, Mr. Berberian was given the courtesy of 15 minutes to state his concerns about a matter that is presently the subject of a Federal lawsuit between the Town of Andover and Mr. Berberian. Town officials, including the Board of Selectmen, were advised NOT to comment on his remarks and other than the statement read that night, the Board has not.

During his presentation, Mr. Berberian made several remarks to which Selectman Salafia takes issue but he made one remark that Selectman Salafia said he took very personally. Mr. Berberian said, "Paul Salafia, I will quote you, Tom Urbelis does not always do things ethically." Selectman Salafia said he would like to set the record straight. He has served on several Town boards for over the past 20 years and in doing so, has had numerous interactions with Mr. Urbelis in his capacity as Town Counsel and has never once known Attorney Urbelis to be unethical. Selectman Salafia said he may not always agree with Mr. Urbelis, as Mr. Urbelis has not always agreed with Mr. Salafia, but Mr.

Salafia truly believes that Mr. Urbelis has always acted in the best interest of the Town of Andover and Mr. Salafia has never questioned his ethics.

Attorney Urbelis read highlights of the report on the Health Risk Assessment provided by CDM Smith of Cambridge and filed by the DEP which states there is no risk to human health on Mr. Berberian's property. Evaluations conducted show sediment in the bottom of the tank was not a source of the metal concentration in the wetlands but instead came from other sources – storm water runoff, road/vehicle traffic, lawn pesticides and herbicides and from the former apple orchards – and was unrelated to the water drained from the tank. Mass DEP reviewed the evaluations of the screening risk settlement test developed for child trespasser analysis and determined the area is not hazardous to people walking by. The health risk assessment also stated that the overall cumulative risk is well below cancer and non-cancer risk limits for a resident in contact with both sediment and surface water in the wetland area.

## IV. Regular Business of the Board

#### A. Town Accountant

Selectman Kowalski, as a member of the Town Accountant Subcommittee along with Selectman Lyman, said there is no update to report on relative to the Town Accountant's position at this time.

#### B. FY-2014/15 Goals

The Town Manager distributed a write-up of goals for FY14-FY15 with Customer Service listed as the number one goal. He said the purpose of this goal is to improve customer service provided by Town Departments to the general public through a comprehensive program. To initiate this goal, research will be conducted of practices offered by other municipalities (such as the ACE Performance Program and 311 One Call to City Hall Program) and then initiate the development of a customer service awareness and training program for Town employees geared for suburbs. They also will work to enhance and expand the web-based departmental customer service feedback survey for FY-14 and initiate a performance evaluation dashboard for each department to track service activity and history for FY-15. Customer service training will be conducted at various levels and cascade down to departments specific to what that department does.

Data will be collected to form a baseline to determine current needs in Andover today. The Town Manager will list deliverables for each of the bulleted items and focus more on what is relevant to performance measurement. The challenge is for each department to measure the work they are doing.

Chairman Vispoli said he would like to have the goals formulated by the end of this calendar year for a twelve-month process (some deliverables finished by the fiscal year

and others by the end of the calendar year). The Town Manager will deliver a draft on customer service to the Board in December.

### FY14-15 Projects

The list of projects provided includes:

- Town Yard/Municipal Services Facility
- Ballardvale Fire Station (report to be provided to the Board)
- Youth Center (in progress with ground breaking in December)
- School Department: Bancroft School, AHS Addition/Renovation Study, and Early Childhood Center Study
- Payment-in-lieu of Taxes Program
- North Reading Water Agreement
- Retired Municipal Teachers
- Collective Bargaining-Current
- Collective Bargaining-Future
- Long-term Liabilities

The Town Manager said most of the projects are carryovers from previous years or long standing items. Additional criteria will be provided for each project by the Town Manager in December and the Board will meet to set the goals. The Board scheduled a meeting for Tuesday, December 3<sup>rd</sup> from 7:00 P.M. to 9:00 P.M. to discuss the goals.

## V. Adjournment

At 8:26 P.M. on a motion by Selectman Salafia and seconded by Selectman Major, the Board unanimously voted to adjourn the Special Meeting of November 12, 2013. Roll call: Chairman Vispoli-Y and Selectmen Brian Major-Y, Dan Kowalski-Y, Mary Lyman-Y and Paul Salafia-Y.

Respectfully submitted,

Dee DeLorenzo Recording Secretary

Documents: Board of Selectmen and Town Manager Goals for FY14-15